



Plus Dane Housing

Keeping your home safe, warm and in good condition

We carry out regular Home Quality Assessment Surveys to check your home is safe, comfortable and in good condition, and to plan future improvements.

Why this matters

The survey helps us:

- Keep your home **safe, warm and well ventilated**
- Identify any issues affecting your **health or wellbeing**
- Plan **upgrades** to kitchens, bathrooms, heating, windows and more

What to expect

- Takes around **45-60 minutes**
- **No preparation needed**
- **Visual inspection only** (no moving furniture)
- Photos taken to record condition
- You can **ask questions at any time**

Who will visit?

A **trained surveyor**, who will follow our **customer service standards**.

What we check

Inside and outside your home, including:

- Kitchens, bathrooms, walls, floors and ceilings
- Heating, insulation, ventilation and electrics
- Roof, walls, windows, doors and boundaries

Health & safety checks include

- Damp, mould and condensation
- Cold or poorly insulated areas
- Fire and electrical safety
- Trip hazards and structural issues
- Ventilation and carbon monoxide safety

Urgent issues will be reported and logged for repair, straight away.

After the survey

You don't need to do anything. We use the results to **plan improvements** and keep your home **in great condition**. If anything **urgent** is found, it will be **dealt with straight away**. You can request **survey information** at any time by contacting our **Asset Team**.

Report a problem anytime

If you already have concerns (e.g. damp, leaks, electrical issues), contact the **Customer Team: 0800 169 2988** - no need to wait for your survey.

**Need more information?
Our team is here to help**

